

Wisconsin ServicePoint (WiSP)/HMIS Steering Committee
Meeting Minutes of Thursday, May 8, 2008 @ 9:30 am
Salvation Army of Wausau

Members Present:

Adam Smith (*WI Bureau of Supportive Housing*); **Patti Abbott** (*Hope House of Milwaukee*); **Candace Amil** (*Hope House of Milwaukee*); **Jessica Schafer** (*ECHO, Inc.*); **Karen Smith** (*Western Dairyland*); **Joana Hemschemeyer** (*Hebron House of Hospitality, Inc.*); **Jennifer Allen** (*House of Hope, Green Bay*); **Sarah Lim** (*Tellurian*); **Melissa Perez** (*WI Bureau of Supportive Housing*); **Randy Hahn** (*Salvation Army of Wausau*); **Cristalina Dunkerson** (*Homeless Assistance Leadership Organization - HALO, Racine*); **Vicki Berenson** (*WCADV*)-by phone

Members Absent:

None

Meeting Minutes (Listed in order of Agenda Items)

1. Welcome and Updates:

Version 4.05 will be coming out this fall.

2. WISP office update:

There is a new employee Jayne Wanless, from DHFS. She was working with the food stamp program and has been on the job for about a month. Tanya is still part-time. Judy Wilcox is retiring at the end of September. Starting tomorrow they will interview for the PATH position. ESG applications are being reviewed. Deadline is today or tomorrow for the reviewers to be done. The awards will be gone through by Judy. By the end of the month everyone should know who was funded.

***Janyne and Tanya are working on request for proposals to use Skanpoint it is set up to be for an entire continua. The continua that is chosen, the state will buy the equipment. There would have to be one lead agency that would issue the cards. The entire continua would have to work together. The RFP should be out in a few weeks. There will be 6 weeks before the RFP will be due. Adam will hold a conference call if people have questions before the RFP is due.

Steph and Adam were just out in Portland, OR and they attended two conferences. Steph is putting together a report on how THP is doing. This will show the actual data and it shows which program is successful.

3. Committee Member Updates:

Candice Amil has taken over the position that was held by Nancy Monarrez in Milwaukee.

4. Review of Last Meetings Minutes:

Randy made a motion to approve, Jennifer 2nd, all approved the minutes.

5. Committee Officer Appointments for Next Year:

When a person's tenure is up on the Steering Committee, they need to find a new person in their specific area. It is also good to get new faces into the group to get new ideas. We all have certain terms that we agreed to do. There also are officers that need to be, where terms are set up. The terms should be annual and be voted on. Everyone agreed to this. Terms for this year are: Chair, Vice Chair and Secretary. New officers: Secretary – Jessica; Vice-Chair – Randy; Chair – Patti.

6. Preview ServicePoint 5.0:

This will not be going live until Jan. or Feb. 2009. The home page will be changed completely. Navigation will be on the left hand side. They are trying to make it more visually accepted. The whole system is being completely rebuilt.

7. WISP Statewide Meeting Planning:

The WISP User meeting survey was sent out. 66 responses were received from the survey. It was sent out to 300 people. There are two components that we need to address. Two meetings with equal size or one large meeting for everyone. And we have to decide how to format that meeting. Dates: last two weeks of June: June 18 and 19th, and the 25th and 26th. The first day would be the meeting and the second day would be computer training.

The last meeting was 3 years ago. There will be two meetings. A Home for Everyone conference is July 23 and 24 in Appleton. The SP steering committee needs to encourage people to go to the meeting. There will be a cost, of \$20 or \$25. We will be able to provide lunch. All users should attend the meeting. The 2nd day for training will have to be limited to a certain number of people with computers to use. There will be a charge for that day, and then when you come you will get reimbursed \$10 - \$20. If you don't come the money will not be reimbursed. Melisa and Patti will work on the meetings and getting access to a computer lab.

What will the content be: Pick the top 3 or 4 and focus on them. Common errors that the WISP users make and how to avoid them; Creating and using custom reports and using standard reports to interpret your data (ART or Servicepoint?); moving more towards ART and away from the SP reports. We will touch on reporting at this large meeting. The PGA's will be the main contact for the various agencies to run the ART reports. There is a report that Steph did that shows data quality for an agency. We reviewed the handouts showing this.

Adam wants to discuss the work flow issue that pertains to not putting the correct data in. Household data sharing is making a lot of problems, they are not using the work flow. Patti brought up the fact that people don't have qualified people who know computers to enter the information. The steering committee needs to set standards, and we could hold their money until the quality standards are correct (deals with computer knowledge/literacy). There will be a pending update to ART. There is a glitch with the quality report that Adam will take care of with

Bowman. At the next meeting we need to discuss what level of user literacy needs to be, in order to be a user.

A proposal was made to increase the data completeness from 85% to 90 % for the July 1st ESG go around. People have become complacent about the 85%. It was seconded and passed. One nay and 7 yeahs. If someone is under the 90%, there will be someone to help you fix it. If they don't meet the 90%, the state will pull the money. Adam will send out the ART reports this year and then we can put it into the ESG guidelines.

The data for THP/HPP/ESG data quality will be posted for everyone to see in WISP news. People usually fix what they need to when it is published. Reports need to be run monthly.

Statewide meeting topics: (theme: this is a positive and important thing that you can use to get good information out of it)

- Best practices
- Common errors in managing data completeness, from 85% to 90%
- Data quality, are you getting out of it what you are putting into it.
- ART reports
- SP Reports

HUD's definition of disability: indefinite length of duration, impacts the daily functioning of the person, and if they are given permanent housing the disability will not be a problem.

8. WI Front Door Update:

Last month Melisa met with the WI Apartment Association. Some questions were raised that key words used were not in the high enough ranking in the google or yahoo web search. The landlords didn't think that the cities were listed. Currently none of our cities are listed. Their biggest concern is that if they google the front door housing and it wouldn't come in until a few pages in. See handouts for hits for the first quarter.

9. Other Business:

ART training for every PGA needs to be scheduled. WISP news has been coming out more frequently and will continue to do so.

10. Next meeting: August 7 in Green Bay.